



## **Adelaide Pathology Partners** **Account Policy**

- There are four main types of billing which Adelaide Pathology Partners use, those are Bulkbilling, Medical Benefits Only, Private and Simplified billing (Health fund Contracts).
- Each billing method requires different information to be on the request form. Patients are billed according to the information we receive on the pathology request form. The information source is the referring doctor.
- Invoices are generated after the service has been performed.
- All initial private accounts are sent out with a Medicare form.
- Accounts are due within 30 days of the initial invoice raised.
- If the request form has been signed by the patient, we are able to claim benefits from Medicare on their behalf
- We are able to adjust the account accordingly, over the phone, if needed
- If you don't supply us with all relevant information before paying the account, then we are unable to issue a refund.
- We offer a ten dollar discount if paid within 14 days on most private accounts that do not attract any other discounts.
- Discounts are non-refundable, if payment has already been made. This is clearly noted on our accounts form "If discount applies please deduct at time of payment- No refunds given"
- Due to the privacy act we are unable to disclose any information regarding the account to any other person besides the patient. If the other party has already been made aware of the account and wishes to make a payment that will be accepted.
- Reminders are generated every 30 days by our computer system.
- We are aware that in some cases Medicare take longer than 30 days to produce the cheque, in this case it is the patients responsibility to chase up and to inform us of the proceedings.
- We send 3 reminder accounts, attempt contact via the phone and then we pass the debt to our Debt Collection Agency.
- If the account has been outstanding for over 120 days (4 months) it will automatically be sent to our debt collection agency and will incur a collection fee
- If payment has been made in full and then a Medicare cheque is received it is our policy to endorse the Medicare cheque so it may be deposited into your financial institution.
- Receipts will be sent for all payments made
- Pensioners are only required to pay the MBO fee, which is fully covered by Medicare.
- HCC and Senior cardholders are charged the Schedule fee, which results in a reduced gap.